

Dear [Recipient's Name],

I hope this message finds you well. I am writing to sincerely apologize for the unforeseen delays in the delivery of your order #[Order Number]. We understand the inconvenience this may have caused and want to assure you that we are doing everything possible to resolve this issue promptly.

Unexpected circumstances arose which were beyond our control, impacting our delivery timeline. We are committed to keeping you informed about the status of your order and anticipate that it will be delivered by [New Delivery Date].

Your satisfaction is of utmost importance to us, and we are taking this situation very seriously. As a gesture of our regret, we would like to offer you [Compensation, e.g., a discount on your next purchase, a gift card, etc.].

Thank you for your understanding and patience during this time. If you have any questions or require further assistance, please do not hesitate to reach out.

Warm regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]